

SAFETY BEHAVIOR IN THE MALAYSIAN PETROCHEMICAL INDUSTRY

By
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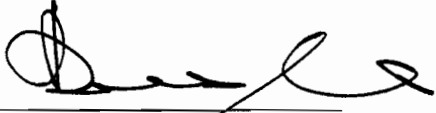
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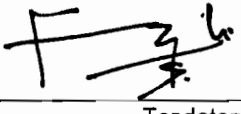
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ABSTRAK

Keselamatan pekerjaan mempunyai hubungan yang positif dengan produktiviti, reputasi organisasi dan keuntungan dalam perniagaan. Terdapat banyak faktor penyumbang yang menyebabkan kemalangan, namun tingkahlaku keselamatan pekerjaan kurang mendapat perhatian biarpun faktor ini merupakan penyumbang utama kepada kemalangan di tempat kerja. Berkemungkinan, ini adalah disebabkan oleh tingkahlaku manusia yang sukar difahami dan ditafsirkan, lebih-lebih lagi mengenalpasti sifat-sifat peribadi manusia yang memberi kesan kepada tingkahlaku keselamatan pekerjaan merupakan suatu cabaran yang getir. Pada masa yang sama, mendidik pekerja-pekerja untuk mengamalkan budaya kerja selamat merupakan suatu cabaran yang amat besar kepada industri. Oleh hal yang demikian, suatu rangka-kerja (*framework*) telah dicadangkan untuk kajian ini berdasarkan rujukan-rujukan daripada kajian-kajian yang telah lalu dan konsep bahawa niat mempengaruhi tindakan seseorang (*Theory of Planned Behavior*). Setiap pembolehubah telah diukur menggunakan kaedah yang telah digunapakai oleh penyelidik-penyelidik sebelum ini. Walaubagaimanapun, kaedah untuk mengukur komitmen pada keselamatan di tempat kerja telah digunakan untuk kali pertama dalam kajian ini selepas ianya diperkenalkan pada tahun 2008. Untuk tujuan mengumpul maklumat, sampel telah diperolehi daripada kakitangan-kakitangan yang bekerja dalam industri petrokimia di Malaysia termasuklah kontraktor-kontraktor dengan mengagihkkan kajian soalselidik kepada mereka yang bersetuju untuk menyertai kajiselidik ini. Maklumat yang diperolehi telah dianalisa menggunakan *Statistical Package for Social Science* (SPSS) versi 11.0.1 untuk mengenal pasti taburan latarbelakang responden dan seterusnya untuk membantu kepada rumusan hasil kajian. Keputusan daripada analisa faktor (*factor analysis*) menunjukkan jumlah faktor yang diperolehi dalam kajian ini adalah sama dengan jumlah faktor yang diperolehi daripada kajian-kajian yang telah lalu, namun tidak semua faktor yang diperolehi dalam kajian ini terdiri dari pernyataan-pernyataan yang serupa sepertimana yang diperolehi dalam kajian-kajian yang telah lalu. Kajian ini mendapati motivasi keselamatan, kepekaan pekerja-pekerja, komitmen pada keselamatan dan kecekapan pekerja mempunyai kesan yang positif pada tingkahlaku keselamatan pekerjaan. Kajian ini juga mendapati komitmen pada keselamatan menjadi perantara dalam hubungan di antara motivasi keselamatan, kepekaan pekerja-pekerja dan kecekapan pekerja dengan tingkahlaku keselamatan pekerjaan. Selanjutnya, rumusan dari kajian ini menunjukkan niat dalam bentuk komitmen pada keselamatan daripada kakitangan-kakitangan dan juga sokongan dari majikan di tempat kerja mempunyai kesan yang mendalam dalam mempengaruhi tingkahlaku keselamatan pekerjaan. Perlu dinyatakan, sokongan dari majikan memainkan peranan penting untuk menambah keyakinan diri, motivasi dan kecekapan kepada setiap pekerja dalam memperbaiki tingkahlaku mereka untuk bekerja dengan selamatnya. Justeru itu, kajian ini mencadangkan bahawa perhatian yang serius dalam usaha untuk menambahbaik tingkahlaku keselamatan pekerjaan perlu difokuskan kepada pembangunan sumber manusia dalam bentuk pembangunan kecekapan, keyakinan diri, dan komitmen pada keselamatan di tempat kerja kerana semua ini mempengaruhi niat serta komitmen mereka terhadap budaya kerja selamat di tempat kerja masing-masing.

ABSTRACT

Occupational safety at the workplace has a positive relationship with productivity, reputation and profit. While many factors contributed to workplace accidents, safety behaviors have received little attention in occupational safety studies even though unsafe behaviors were blamed for almost all reported accident cases in the industries. This is probably because of the complexity to understand the variability and the dynamic nature of human behavior and with different personality characteristics, identifying which personality characteristic influencing safety behavior has been a challenging task. Similarly, guiding employees to work safely is a major challenge for the industries. Through literature reviews, the behavior safety conceptual framework, supported by the Theory of Planned Behavior, was developed. The measurement tools were adopted from the published work of previous researchers except for safety commitment measurement tool which was tested for the first time in this study after it was developed in 2008. The target respondents were the employees working in Malaysian petrochemical industry and quantitative method using availability sampling method was applied. The data gathered from the survey were analyzed using Statistical Package for Social Science (SPSS) version 11.0.1 for descriptive and inferential statistics analysis. The responses to the survey were rated according to the Likert scale type with “1” indicated strongly disagree and “5” indicated strongly agree. The factor analysis indicated the number of factors extracted from this study was the same as extracted from previous studies, however not all factors have the same statements as previously found. This study showed safety motivation, employees’ conscientiousness, and employees’ competency were positively and significantly related to safety behavior. In addition, safety commitment was partially mediated the relationship between safety motivation, employees’ conscientiousness and employees’ competency with safety behavior in petrochemical industry in Malaysia. Therefore, it requires a strong commitment from the employees as well as a strong support from the employers to help employees gain their confidence, motivation and at the same time to be competent in their jobs in order to improve safety behavior at the workplace. With this finding, it was recommended that the focus of safety improvement programs in this industry should be on developing human capabilities, enhancing their personality characteristics, motivating employees on the importance of safety and enhancing their commitment to safety at the workplace.

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CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

1.1.1 Trends in Occupational Safety

The issue related to occupational safety had gained increase attention from the public, academicians and practitioners (Adams-Roy, Knap, & Barling, 1995; Zacharatos, 2001). This is most likely due to the aftermath of several major industrial accidents such as the nuclear disaster in Chernobyl (1986), the Three Mile Island (2009), and the release of Methyl Isocyanate in Bhopal (1984). These highly publicized events have increased the public's awareness of the potential threat of industrial accidents to the public and employees' safety. However, it was argued that the industrial main focus had been on the threat to the public rather than focusing on its own employees (Adams-Roy, Knap, & Barling, 1995). This may in part explain why, despite the alarming number of injuries which continue to occur in the workplace and increasing interest in the issue, occupational safety remains an underdeveloped area of research in the management science (McLain, 1995; Zacharatos, 2001; Cai, 2005).

Major industrial accident is catastrophic. It has a significant emotional and economic impact on businesses, families and society. The history has recorded some of the worst major industrial accidents in the world since the last 100 years. As shown in Table 1.1,

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